

KM PRODUCT REVIEW slack

- Slack is a business communication platform developed by American software company Slack Technologies and currently owned by Salesforce.
- Slack is a pioneer in business communication, having carved out a separate domain within enterprise social networking.
- Their solution focuses on work coordination, within smaller groups or focused groups.

About

Slack offers many features, which has become industry standards. These are:

- Team space for small and large groups to come together and work together
- Chat facility for communication 1-1 and 1-many
- Audio and video call facility
- Integration with multiple platforms
- File sharing
- Workflow automation

Functionalities

Improvements

While we couldn't find many and there was good feedback overall, we are sharing a few which could come across based on user feedback

- Storing user data exclusively on cloud servers under Slack control resulting in issues with accessibility to content
- Inability to search for messages and discussions
- Limited storage space resulting in difficulty in tracking old messages

Our View

- Slack was way ahead of the curve but giants like Microsoft and Google are fast catching up. MS Teams must be inching forward.
- Slack as a standalone solution may not win the competition as the market is more complex
- Slack and Salesforce together also do not have enough products that provide synergy
- Focus should be on integration with industry-leading solutions

